

Participants: 19

Institutions and Campuses Represented: 9 Colleges and Universities ranging in size from 2000-27000 (30,000 if you include ACCD as an entire district rather than just its largest campus); 2 private institutions (four year curriculum), two junior colleges, and 7 four year public institutions (four with comprehensive master's and Ph.D programs).

Summary Observations:

- Want vendors to do testing because their validation would encompass all the schools. (In theory)
- Infrastructure failure currently is more of an issue because there is so little control over that issue.
- Would like a testing protocol for mainframe schools. Most mainframe schools register students every day, including Saturday.
- The contingency plans that the institutions have are almost all informal. There are more systems contingencies than business process contingencies.
- Wants cash management regulations temporarily suspended.
- Suggest ED and institutions do more frequent back up of systems.

Roundtable I

Question 1: With regard to the five stages of Year 2000 preparation, where would you place your institution today?

Response Summary:

Awareness	Assessment	Renovation	Validation	Implementation
0	0	2	1	7

- The smallest institution said it would be very easy to go back to a manual process.
- One institution said that it has planned “backups”. (i.e. contingencies)
- Most institutions said that the stages were a mixture of the above. The numbers above reflect the consensus of the institutions.
- Many institutions rely on what their tech support staff tell them for their Y2K status.
- The smaller institutions have funding problems involved with their Y2K effort.
- Most of the institutions began their Y2K process between 1-2 years ago.

Question 2: How confident are you that that your systems will completely function on the first business day of the year 2000?

1 No	2	3	4	5 Completely
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confidence				confident
0	0	2	16	1

Average: 3.9

Question 3: How confident are you that ED's systems will completely function on the year 2000?

1 no confidence	2	3	4	5 completely confident
0	0	6	12	1

Average: 3.7

Question 4: What systems do you use to send information to ED?

EDExpress	SET/Banner	Poise (?)	TIVWAN	Colleague	Home System
7	3	1	2	1	1

Roundtable II

Question 1: What are the five most important activities that the financial aid office and your institution in its entirety must complete between today's date and December 1999 to assure that your student financial aid systems are Y2K compliant?

Activity	Total
Testing with everybody (internal and external)	4
Develop Contingency Plans	4
Validate post 2000 data (plan for)	3
Community information dissemination	2
Prevent IT from changing systems until later (freeze system until a post Y2K date)	2
Don't fire FAA and IT staff	1
Verify status of partners	1
Ensure backups are in place	1
Complete renovation	1
Exercise diligence	1
Public relations on recruitment and retention	1
Awareness/Training	1

- *Freezing system requires too much down time. Want to fix the problems but not to compound problems with new systems/software.*
- *Note: the exercise was completed in four groups. The "total" column refers to the number of these groups agreeing upon an item.*

Question 2: How many of you have a written Y2K plan?

YES	No	Informal	Don't know
1	5	1	2

- Most of the institutions have no formal Y2K contingency plans for the business process.

Roundtable III

Question 1: How has your institution tested and verified that its systems are Y2K compliant?

- Separate test system setup
- Changed dates and ran disbursement authorization and posted ED records to database. Backed up entire database.
- Y2K for a day. People from each department tested. Changed dates to January 1, 2000 and February 29, 2000.
- Ran on redundant mainframe systems.

Question 2: Are the testing windows ED provided convenient to you?

- No, because we do not have enough people.
- Would like more windows.
- Yes, the windows force schools to test in a timely fashion.
- Would like testing protocol from mainframe schools.

Roundtable IV

Question 1: What are the five or six activities that you think most important, and most feasible, to undertake at your institution between now and December 1999 to assure that you have reasonable contingency plans for your student financial assistance office in the event one or more of the systems on which you depend fails?

Steps	Total (1 of 4)
Obtain adequate Resources/Supplies	4
Write contingency plans	2
Test plans	2
Train personnel	2
Coordinate/review partners contingencies	2
Information gathering/dissemination	2

Institutional commitment/get key people involved	2
Create standard operating procedures manual	1
Correct test plans	1
Identify systems most likely to fail	1
Update contingency plans	1
Pre-register students for spring semester	1
Set aside emergency money	1
Post student grades prior to January 1, 2000	1
Bring up systems	1
Read ED's readiness kits	1

- *Note: the exercise was completed in four groups. The "total" column refers to the number of groups agreeing upon an item.*

Question 2: Do you have contingency plans for your systems?

Yes	No	Don't Know
4	2	2

Question 3: Do you have contingency plans for your business process?

Yes	No	Don't Know
2	6	1

- Two of the schools indicated that they have contingency plans currently being developed.

EVALUATION RESULTS:

Summary of evaluations completed by participants: San Antonio

A. Usefulness of workshop?¹

Not useful	0	0%
Somewhat useful	5	26%
Very useful	13	68%

¹ One respondent did not specify any rating.

B. Most useful session?²

Listing important activities to be done (Roundtable II)	3	16%
Contingency planning	1 2	63%
Testing Information	5	26%
Determining Progress (Roundtable I)	2	11%

C. Least useful session?

Testing session	2	11%
Determining Progress (Roundtable I)	3	16%
Contingency Planning	2	11%
Breaking in to Groups	1	5%
Lunch Working Session	1	5%
None	10	52%

D. What other steps or activities can ED provide that would be helpful to you or your institution?

- Keep ED Y2K web site current.
- Suspend cash management rules for December and January.
- Keep information flowing to institutions regarding ED's status and initiatives.
- Provide hands on testing activities and simulation.
- Extend testing windows.
- Post Y2K testing statistics and information from other institutions.
- Consider suspending some regulations on aid disbursements in December/January of '99 and '00.

E. Who should attend SFAP's Y2K focus groups:

Financial Aid Administrators	18	95%
IT Specialists	17	89%
Senior Administrators	9	47%

² Some participants listed more than one session.

